



HOUSING ASSISTANT

The U.S. Embassy in Canberra is seeking an individual for the position of Housing Assistant in the General Services Office.

Salary: \$57,421 p.a.
Hours: Full time 40hours/week

All applicants must address the selection criteria detailed below with specific and comprehensive information supporting each item.

1. Completion of High School Certificate (Year 10/High School Diploma) is required.
2. Three years experience in property management, maintenance, leasing, customer service or office administration is required.
3. Level 4 (Fluent) written and spoken English is required. This will be tested.
4. A current, unrestricted driver's license that enables the individual to legally drive in Australia is required.
5. Proficient use of Microsoft office products including Excel, Word, Outlook and Explorer is required.

For further information and the selection criteria please refer to the [duties and responsibilities statement](#).

Forward letter, response to the selection criteria, and resume to the Regional Human Resources Office, American Embassy, Moonah Place, Yarralumla, ACT 2600 or via email to: usaembrhro@state.gov by **October 19, 2012**.

Hand delivered applications cannot be accepted. Offers of employment are subject to medical and security clearances.

Note: *Only short listed applicants will be contacted regarding the next phase of the selection process. To those applicants not short listed, we extend our appreciation for considering the US Government as a potential employer.*

The U.S. Government is an Equal Opportunity Employer and maintains a drug free work environment.

POSITION TITLE: HOUSING PORTFOLIO MANAGER	POSITION GRADE LE-6 (STARTING SALARY A\$57,421)
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DUTIES AND RESPONSIBILITIES

Basic Function of the Position

Reporting to the Senior Realty Manager, incumbent is responsible for administrative duties in all areas of realty administration, customer outreach and communication, house make ready and hand back coordination, residential maintenance, and the Newcomer Orientation and Departure Program on behalf of the GSO section.

Major Duties and Responsibilities

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| A. Housing Make-Ready & Maintenance Coordination Duties | 70% |
| B. Administrative & Customer Outreach Duties | 20% |
| C. Newcomer/Departures Orientation Program Coordination Duties | 10% |

HOUSING MAKE-READY AND MAINTENANCE COORDINATION DUTIES (70%)

- Coordinate with the RSO, POSHO, landlords and property managers to expeditiously address all STL make-ready upgrades and maintenance requirements, in particular those included in the lease, such as RSO-mandated residential security upgrades. Complete and file inspection documentation and photographs relevant to each property.
- Coordinates and conducts the initial orientation walk through with all new occupants of assigned STL residences.
- Reports to property managers and/or owners all maintenance issues for STL residences and coordinates the expedient response for completion, including the inspection of completed work to monitor the quality of work provided by outside contractors. Within established deadlines and service standards, respond to work orders that directly relate to STL residences by providing an electronic response to the American occupant(s); monitor maintenance at GO residences to ensure equitable service. Manages maintenance-related documentation and makes timely reports to the Senior Realty Manager and S/GSO for critical or complex matters.
- Coordinates with the RSO, POSHO, and Facilities Maintenance the make-ready of all residences for incoming officers, to include but not limited to utility connections. Monitors completion of make-ready services, and will personally inspect landlord, contractor, and/or in-house provided services to ensure an acceptable standard of work. Complete and file inspection documentation and photographs relevant to each property.

- Monitors and inspects make-ready charges, utility bills, council rate notices, and associate house-level invoices to identify cost savings opportunities and excessive usage situations and to ensure proper billing.
- Coordinates and conducts with Facilities Maintenance for USG-owned properties the initial orientation walk through with all new occupants of assigned USG-owned residences.
- With second Realty Assistant will manage administrative aspects (e.g., coordinating site visits, measuring properties) associated with post's LQA Housing Program.

ADMINISTRATIVE & CUSTOMER OUTREACH DUTIES (20%)

- In conjunction with the second Realty Assistant will revise, update and distribute GSO Housing Publications, Housing Welcome Packs, and other Housing & GSO information including but not limited to the Post Housing Handbook, GSO Housing Newsletter, housing forms, and the Housing section of the Canberra GSO SharePoint and Internet (DMZ) site.
- Responsible for obtaining, tracking, and reporting Housing related survey information to include, but not limited to, Housing Entrance and Exit surveys.
- In conjunction with the second Realty Assistant and with guidance from the POSHO, will serve as the GSO Housing Representative on the post SHEM Committee. Will be required to coordinate pest control as required and provide advice to occupants of USG and STL residences regarding Pest Management procedures.
- Will submit work orders, procurement requests and use the BPA system as required.
- Will be asked to respond to public leasing enquiries to include researching and drafting appropriate electronic and telephonic replies.
- Keeps the Senior Realty Manager informed of all housing issues that may be important in terms of customer service and work order processing.
- Will assist the Senior Realty Manager and second Realty Assistant in responding to afterhours STL maintenance emergencies.
- Manage archiving of realty records and documentation to include filing, scanning, photocopying, shredding and other similar activities.
- Assists with all other administrative requirements relating to the Mission Housing Program.
- Will backstop the Senior Realty Manager (N52210) and the second Realty Assistant.
- Other duties as assigned such as visit support, escort duties as required, assistance during functions such as the 4th July, and special, non recurring projects and initiatives within the Housing Section and GSO.

NEWCOMER/DEPARTURES ORIENTATION PROGRAM COORDINATION DUTIES (10%)

With guidance from the Senior Realty Manager, the Supervisory General Services Officer and in conjunction with the second Realty Assistant, will share the responsibility of developing and coordinating, in cooperation with other GSO departments and Management offices as needed, the GSO Newcomer Orientation and Departure Program.

Selection Criteria

All applicants **must** address each selection criterion detailed below with specific and comprehensive information supporting each item.

1. Completion of High School Certificate (Year 10/High School Diploma) is required.
2. Three years of paid, full-time employment within the last ten years. Experience in property management, maintenance, leasing, customer service and office administration is required.
3. Level 4 (Fluent) written and spoken English is required. This will be tested.
4. A current, unrestricted driver's license that enables the individual to legally drive in Australia is required.
5. Proficient use of Microsoft office products including Excel, Word, Outlook and Explorer is required.

SELECTION PROCESS

When fully qualified, US Citizen Eligible Family Members (USEFMs) and US Veterans are given preference. Therefore, it is essential that the candidate specifically address the required qualifications above in the application.

ADDITIONAL SELECTION CRITERIA

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.
4. Currently employed US Citizen EFMs who hold a Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
5. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their

employment unless currently hired into a position with a When Actually Employed (WAE) work schedule.

6. The candidate must be able to obtain and hold a Sensitive But Unclassified security clearance.

TO APPLY

Interested applicants for this position must submit the following for consideration of the application:

Universal Application for Employment as a Locally Employed Staff or Family Member (DS-174); or

A current resume or curriculum vitae that provides the same information found on the UAE (see Appendix below); or

A combination of both; i.e. Sections 1 -24 of the UAE along with a listing of the applicant's work experience attached as a separate sheet; plus

Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application. Candidates who claim conditional U.S. Veterans preference must submit documentation confirming eligibility for a conditional preference in hiring with their application

Any other documentation (e.g., essays, certificates, awards) that addresses the qualification requirements of the position as listed above.

SUBMIT APPLICATION TO

Regional Human Resources Office
American Embassy
Moonah Place
YARRALUMLA ACT 2600

or via email to: usaembrhro@state.gov

THE DEADLINE FOR APPLICATIONS IS OCTOBER 19, 2012

The U.S. Mission in Australia provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

US Mission Australia maintains a drug free work environment.

APPENDIX

If an applicant is submitting a resume or curriculum vitae, s/he must provide the following information equal to what is found on the UAE.

Failure to do so will result in an incomplete application.

- A. Position Title
- B. Position Grade
- C. Vacancy Announcement Number (if known)
- D. Dates Available for Work
- E. First, Middle, & Last Names as well as any other names used
- F. Current Address, Day, Evening, and Cell phone numbers
- G. U.S. Citizenship Status (Yes or No) & status of permanent U.S. Resident (Yes or No; if yes, provide number)
- H. U.S. Social Security Number and/or Identification Number
- I. Eligibility to work in the country (Yes or No)
- J. Special Accommodations the Mission needs to provide
- K. If applying for position that includes driving a U.S. Government vehicle, provide Driver's License Class / Type
- L. Days available to work
- M. List any relatives or members of your household that work for the U.S. Government (include their Name, Relationship, & Agency, Position, Location)
- N. U.S. Eligible Family Member and Veterans Hiring Preference
- O. Education
- P. License, Skills, Training, Membership, & Recognition
- Q. Language Skills
- R. Work Experience
- S. References